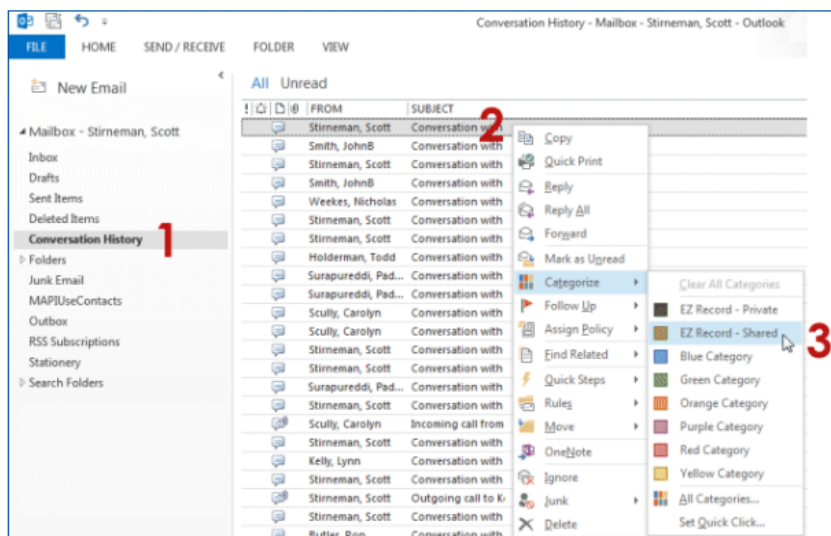


Instant Message Records

If you have sent or received an instant message in Skype for Business that qualifies as a record, you may select it in the Conversation History view in Outlook and add the appropriate "EZ" category, in the same way you do for [email records](#).

- **STEP 1.** Navigate to the "Conversation History" view in Outlook.
- **STEP 2.** Right-click on the instant message record.
- **STEP 3.** Select "EZ Record - Shared" (or "EZ Record - Private" if appropriate) under the Categorize menu.



Need Help?

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